

# **Jobs for Veterans State Grant (JVSG) Veteran Program**

## **Standard Operating Procedure (SOP)**

Missouri Department of Higher Education and Workforce  
Development

### **Office of Workforce Development**

A proud partner of the  **americanjobcenter** network

For additional information about Missouri Office of Workforce Development services, contact a Missouri Job Center near you. Locations and additional information are available at [jobs.mo.gov](http://jobs.mo.gov) or (888) 728-JOBS (5627).

Missouri Department of Higher Education and Workforce Development is an equal opportunity employer/program.

Auxiliary aids and services are available upon request to individuals with disabilities.

Missouri Relay Services are available at 711.

# CONTENTS

<b>MISSOURI’S JOBS FOR VETERANS STATE GRANT (JVSG) PROGRAM</b>	<b>1</b>
<b>INTEGRATION INTO THE WORKFORCE SYSTEM</b>	<b>1</b>
<b>DISABLED VETERANS’ OUTREACH PROGRAM (DVOP)</b>	<b>1</b>
<b>WORKING WITH VETERANS</b>	<b>1</b>
<b>DVOP OUTREACH</b>	<b>2</b>
Purpose of outreach	2
Principles of Outreach	3
DVOP outreach goals & expectations: Obtain positive Return On Investment (ROI)	3
DVOPs will conduct outreach at a variety of sites	3
Outreach issues	3
<b>GOALS</b>	<b>4</b>
<b>OBJECTIVE ASSESSMENT</b>	<b>4</b>
<b>SERVICES</b>	<b>4</b>
Intensive Veterans services	4
<b>SERVICE REFERRALS</b>	<b>5</b>
<b>DVOP CASE MANAGEMENT</b>	<b>5</b>
Individual Employment Plan (IEP)	5
Short-term goals	5
Long-term goals	5
IEP Tips	6
SMART	6
Get the Veteran to “buy-in”	6
Follow-Up	6
<b>SPECIAL PROJECTS</b>	<b>7</b>
<b>PROGRAMS</b>	<b>7</b>
Missouri Veterans Reentry Program	7
Outreach	8
MOVRP Case Management	9
Preparing for Reentry for Employment Program (PREP)	9
Career Skills Program (CSP)	9

Show-Me Heroes OJT	11
USERRA	11
Vocational Rehabilitation and Employment Services (VR&E)	12
Hilton Honors (HH)	14
<b>LOCAL VETERANS' EMPLOYMENT REPRESENTATIVE PROGRAM (LVER)</b>	<b>15</b>
<b>LVER OUTREACH</b>	<b>15</b>
Purpose of outreach	15
Principles of outreach	15
LVER outreach goals	15
Who to target	16
Outreach issues	16
By appointment only	16
Summary	16
<b>PRIORITY</b>	<b>17</b>
<b>SPECIAL PROJECTS</b>	<b>17</b>
<b>CASE NOTES</b>	<b>17</b>
<b>CONFLICT OF INTEREST</b>	<b>17</b>
<b>DVOP/LVER SUPERVISOR MEETING</b>	<b>17</b>
<b>QUARTERLY REPORTS</b>	<b>18</b>
<b>PRIORITY OF SERVICE</b>	<b>18</b>
Eligibility	18
What 'Priority of Service' means	18
<b>PSEUDO SOCIAL SECURITY NUMBERS</b>	<b>19</b>
<b>SUCCESS STORIES</b>	<b>19</b>
<b>CHANGE REQUESTS</b>	<b>19</b>
<b>ADMINISTRATIVE</b>	<b>20</b>
Expense reports	20
IT issues	20
Out-of-state travel (Add regulation for out of State Policy)	20
Step By Step Procedures for this SOP can found in the link below—	20
<b>VETERAN VOCATIONAL REHABILITATION AND EMPLOYMENT FORM</b>	<b>21</b>
<b>HHONORS MILITARY REFERRAL FORM</b>	<b>22</b>

# MISSOURI'S JOBS FOR VETERANS STATE GRANT (JVSG) PROGRAM

The Missouri JVSG program is funded by a grant from the U.S. Department of Labor (DOL) Veterans' Employment and Training Services (VETS). The grant funds the Disabled Veterans' Outreach Program (DVOP) and Local Veterans' Employment Representative (LVER) positions to assist Veterans. (Program operatives are referred to as "DVOPs" and "LVERs.") DVOPs work with Veterans who have Significant Barrier(s) to Employment (SBE) and provide intensive Veterans' services to overcome or mitigate those barriers so the Veterans are "job ready." LVERs work with employers and DVOPs to place job-ready Veterans into employment.

## INTEGRATION INTO THE WORKFORCE SYSTEM

DVOPs and LVERs are fully integrated into the workforce system and serve on the respective teams with defined roles and responsibilities. Ideally, DVOPs serve on the job center "skills team" and LVERs serve on the "business team." Neither DVOPs nor LVERs will serve on the "welcome team." That function is not in line with their roles and responsibilities as outlined in the program guidance in DOL-VETS' Veterans' Program Letter (VPL) 03-14, "Jobs for Veterans' State Grants (JVSG) Program Reforms and Roles and Responsibilities of American Job Center (AJC) Staff Serving Veterans."

## DISABLED VETERANS' OUTREACH PROGRAM (DVOP)

### WORKING WITH VETERANS

DVOPs work only with Veterans or eligible spouses with a Significant Barrier to Employment (SBE) as outlined in VPL 03-14, with subsequent additions in VPL 04-14 and VPL 08-14. These SBEs are—

1. A "special disabled Veteran" or "disabled Veteran," as defined in 38 U.S.C 4211(1) and (3). Special disabled Veterans and disabled Veterans are those
  - who are entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under laws administered by the Secretary of Veterans' Affairs; or
  - were discharged or released from active duty because of a service-connected disability
2. A "homeless person," as defined in Sections 103(a) and 103(b) of the McKinney-Vento Homeless Assistance Act [42 U.S.C. 11302(a) and 11302(b), as amended].
3. A "recently separated Veteran," as defined in 38 U.S.C 4211(6), who has been unemployed for 27 or more weeks in the previous 12 months.
4. An "offender," as defined by the Workforce Innovation and Opportunity Act (WIOA) Section 3(38), who is currently incarcerated or who has been released from incarceration.
5. A Veteran lacking a high-school diploma or equivalent certificate.
6. A "low-income individual" [as defined by WIOA Section 3(36)].
7. Veterans who are between 18 and 24 years of age.
8. An active-duty service member who has a DD-2958, "Service Member Career Readiness Standards/Individual Transition Plan," signed by the service member's commanding officer, documenting that the service member has not met Career Readiness standards
9. An active-duty service member who is being involuntarily separated through a service reduction-in-force.
10. An active-duty service member who has been wounded, ill, or injured, and is receiving treatment in a military treatment facility or a Warrior-Transition Unit (WTU).
11. The spouse of an active-duty service member who has been wounded, ill, or injured, and is receiving treatment in a military treatment facility or a Warrior-Transition Unit (WTU).
12. The Veterans self-attestation validates the SBE, not Veteran status.

**NOTE:**

**Summary** — DVOPs work with Veterans who have a Significant Barrier(s) to Employment (SBE) and or their eligible spouse. (Refer to VPL 03-14, with subsequent additions in VPL 04-14 and VPL 08-14. The 11 SBEs are—

**Special Disabled Veteran** (This pertains to a VA disability rating of 30% or greater).

A Veteran of the U.S. military, ground, naval or air service who is entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under the laws administered by the Department of Veterans' Affairs for a disability (A) rated at 30 percent or more; or (B) rated at 10 or 20 percent in the case of a veteran who has been determined under Section 38, U.S.C. 3106 to have a serious employment handicap or (ii) a person who was discharged or released from active duty because of a service-connected disability.

**Disabled Veteran**

The term "eligible veteran" means a person who — (A) served on active duty for a period of more than 180 days and was discharged or released therefrom with other than a dishonorable discharge; (B) was discharged or released from active duty because of a service-connected disability.

**Homeless Person**, Homeless Assistance

**Recently separated Veteran** who has been unemployed 27 or more weeks in previous 12 months

**An Offender** (Per WIA/WIOA)

**A Veteran** without a High School Diploma or equivalent

**Veteran** between 18 to 24 years of age

**Active Duty** member with DD-2958

**Active Duty** member being involuntarily separated

**Active Duty** member who has been injured and is receiving treatment in a military facility

**Spouse** of Active Duty Member who has been injured and is receiving treatment in a military facility.

\*If a Veteran does not have a SBE, but requests to speak with the DVOP, the DVOP may speak with the Veteran to determine SBE eligibility (self-attestation confirmation is all that is required). If SBE is found then the DVOP must validate Wagner Pyser & Veterans status of the Initial Assessment. If no SBE is determined, the DVOP pairs the Veteran with the next available Job Center staff member. The DVOP cannot provide services to which an SBE-Veteran would be entitled, but if the DVOP does converse with the Veteran, the DVOP must create a Case Note as a record of the conversation.

The goal of the JVSG program is not to screen Veterans out, but to screen them in.

**DVOP OUTREACH**

In the JVSG program, "outreach" is defined as a two-way communication between the Division of Workforce Development (DWD), service organizations and the Veteran customer. It establishes and fosters mutual understanding, promotes participation and involvement, and influences behaviors, attitudes, and actions. Outreach is finding Veteran customers who are not using any services provided by DWD and informing and educating them about the services provided by Missouri's workforce system.

**Purpose of outreach**

- To develop a liaison between the agency and the community
- To improve community awareness
- To increase collaboration and communication with community members, Veteran customers, and key partners

- To share resources and exchange ideas
- To increase program attendance

### **Principles of Outreach**

- Clearly identify the Veterans that you are trying to reach.
- One size does not fit all, tailor your outreach strategy, message, and materials according to your target audience.
- Think from the client's/community's perspective and include information about your services that may be helpful.
- Enlist key community leaders to be your ambassadors.
- Outreach = Material + Personal Contact in multiple ways and multiple times; build trust and become a familiar face.
- Be a conversationalist, not a preacher.
- Consider where you have done outreach and consider who is missing; track who is coming and adjust your strategy as needed.

### **DVOP outreach goals & expectations: Obtain positive Return On Investment (ROI)**

- Spend up to 50 percent of work time conducting outreach. Supervisor will set the minimum outreach level, however the outreach level must be greater than 0 percent.
- Improve community awareness.

### **DVOPs will conduct outreach at a variety of sites, including but not limited to—**

- Vocational Rehabilitation and employment programs
- Homeless Veterans reintegration projects grantees (Organizations that are funded specifically to assist Veterans IE. St Patrick's Center)
- Department of Veterans Affairs (medical centers and vet centers)
- Homeless shelters (Salvation Army, Red Cross)
- Civic and service organizations (churches)
- Community stand downs (Veterans Administration does official headcount of homeless Veterans)
- Military installations
  - DVOPs are required to make contact and have regular follow-up with National Guard and Reserve units in their area.
- WIOA partners
- State Vocational Rehabilitation
- Veterans service organizations

### **Outreach issues**

- ODA (Out Driving Around is not authorized or acceptable)
- Same place, same time (library every Thursday) without results
- "Come see me." (Never gives a result.)
- **Where not to go—**
  - Hanging out at a fast-food restaurant waiting for vets
  - Places where you have set up a desk and have never found vets (or found very few)
- Emailing, phone calls, and conducting administrative duties are NOT outreach
- Going somewhere to socialize and not conduct outreach is not acceptable

### **By appointment only**

- You cannot place on your schedule that you are “out driving around looking for vets.”
- Make and implement a plan with supervisors’ approval.
- Make appointments with service organizations where vets might frequent, and then place the appointment on the Outlook calendar.
- Place the service organization in the statewide electronic case-management system prior to going out to the organization. If the service organization is not in the case management system contact [DHEWD.Technical.Support@dhewd.mo.gov](mailto:DHEWD.Technical.Support@dhewd.mo.gov)

### **Summary**

- Be professional and promptly assist the Veteran jobseeker
- Record everything in State case management system.

## **GOALS**

DVOP must meet the established monthly goal or have an average for the year. The DVOP goal is a combination of Success Stories and Local Case Management enrollments. Each Regional Manager will determine the case-management goal for each DVOP, based on consultation with the local Supervisor and the DVOP. The goals should be realistic, achievable, and measurable.

## **OBJECTIVE ASSESSMENT**

An Objective assessment will be provided by the DVOPs to all SBE Veterans with whom they work. If the Veteran already has an Objective assessment, the DVOP must review the Objective assessment with the SBE Veteran and update it if the assessment is more than 30 days old.

## **SERVICES**

Performance is based on services provided by the DVOP and must be entered into the State Case Management System. Majority of all services must be intensive (IE an Assessment is an Intensive Service) Case Notes are not evaluated or counted for services.

- DVOPs will not provide job searches, job referrals, or job-development services.
- DVOPs must provide an actual service. Handing a Veteran a brochure on creating a résumé is *not* a “service.”

### **Intensive Veterans services**

The majority of the services that DVOPs provide must be intensive. The intensive Veteran services are—

- Assessment
- Career guidance
- DVOP IEP
- DVOP interview prep
- DVOP résumé prep
- Referred to WIOA services
- Referred to WIOA services manual
- Referred to other services
- Workshop—Career & Skills Assessment
- Workshop—Career Advancement and Enhancement
- Workshop—Educational and Personal Skills Upgrade
- Missouri Veterans Workshops

## **SERVICE REFERRALS**

All service referrals to a Veteran must be recorded in the State case-management system in the service-referral tab.

All service organizations that a DVOP is referring Veterans to must be in the State case-management system under the service referral. To enter a new organization, send an email to [DHEWD.Technical.Support@dhewd.mo.gov](mailto:DHEWD.Technical.Support@dhewd.mo.gov)

## **DVOP CASE MANAGEMENT**

Case management is the collaborative process of assessment, planning, facilitation, care, coordination, evaluation and advocacy for options and services to meet an individuals and family's comprehensive needs through communication and available resources, to promote quality effective outcomes

The DVOP, in coordination with the Veteran, will determine if the Veteran or eligible spouse will be enrolled in Local Case Management, and the DVOP will determine when to close the Local Case Management enrollment.

### **Individual Employment Plan (IEP)**

- Provides a plan for the Veteran, as well as the DVOP
- Helps set expectations & goals
- Builds self-esteem
- Provides a guide for effectively assisting the Veteran
- Increases the number of placements and success stories

### **Short-term goals**

Specific objectives the Veteran must complete **before** being able to achieve the long-term goal(s). Short-term goals can be pursued immediately and can be finished in fewer than six months.

Short-term goals should concentrate on the following area(s)—

- Remove or reduce barriers/obstacles
  - Remove obstacles in the way of obtaining the long-term goal.
- Experience
  - Gain as much experience in the intended field as possible.
- Education
  - Obtain further education.
- Professional reputation
  - Create a strong, positive professional reputation, so that potential employers will want to give the jobseeker an opportunity.
- Networking/contacts
  - Career success doesn't only hinge on what the jobseeker knows -- *who the jobseeker knows also matters a great deal.*

### **Long-term goals**

- Something the Veteran wants to do or accomplish in the future. Long-term career goals can take years to achieve and are the road to the future.
- Require time and planning. These goals allow you to know what short-term goals to set and keep the Veteran focused on making the present count for the sake of the future.



### Examples

- “To obtain employment as a \_\_\_\_\_ or in the field of \_\_\_\_\_.”
- “To earn a degree or certification.”
- “To achieve a specific title.”

### Other considerations when establishing long-term goals

- What resources would help the Veteran reach his/her goals?
- Are there any organizations that will assist the Veteran?
- Being flexible is important. Change the goals as life changes.

### IEP Tips

- A well-written goal **must be measurable, achievable, and realistic**. The goal must be stated in such a way that it can be assessed, whether or not the goal was accomplished.
- **For example**, a goal stating that Veteran will understand a concept would be impossible to measure. Only by demonstrating through a concrete action (initiate a greeting, for example) can the Veteran perform a goal that can be measured.
- Focus on taking the Veteran through the steps that will obtain their long-range goal.
- DON'T write goals **too far off** into the future. They may appear unattainable.
- Use **SMART** goals (see below).

### SMART

- **S** is for **Specific**
  - Specific goals are very clear about what the Veteran is expected to achieve.
- **M** is for **Measurable**
  - The Veteran cannot know if he/she has achieved a goal or completed a step unless it is somehow measurable.
- **A** is for **Attainable**
  - The goal and specific steps should be realistically attainable within the time frame.
- **R** is for **Relevant**
  - Steps to be undertaken must be relevant to the stated goal.
- **T** is for **Trackable**
  - Use specific dates in order to measure success.

### Get the Veteran to “buy-in”

- The EP is a *negotiated agreement* between the Veteran and the DVOP detailing what the Veteran will do for self-development and what the DVOP will do to assist that effort.
- It is imperative that the IEP be written with the full participation of the Veteran. It is essential for the Veteran to be part of developing the IEP to achieve “buy in” and give it full effort.

### Follow-Up

#### Primary counselor follow-up

If the client services were not extensive and the Veteran is job ready, the résumé will be passed to the LVER quickly.

- Follow-up can be by phone or in person.
- Follow-up will be performed on a regular basis.
- Check in with the client bi-weekly at a minimum.

- Follow-up will always be recorded in the statewide electronic case-management system.
  - Scheduler (Task)
  - Case notes

#### Case management follow-up

If the client services were extensive, the client will require services to prepare for movement of résumé to the LVER.

- Follow-up will be in person (three documented attempts).
- Follow-up will be performed weekly.
- Follow-up will be documented.
  - Next appointment on the scheduler
  - Case note to include what is next
  - Any changes to the IEP

#### Follow-Up Tips

- Follow-up is ongoing and positive—don't wait for a Veteran to failure.
- Keep track of all important dates in the IEP, and check prior to deadlines to make sure the Veteran is doing what he/she should be doing and has committed to doing.
- An effective IEP process requires extensive follow-up to make sure things are happening as planned.
- An effective IEP is not about playing "gotch ya" after the Veteran failed to do something.
- It is important to remember that the IEP is about being successful in the program.

### **SPECIAL PROJECTS**

DVOPs are required to organize and execute or assist in the organization or execution of one special project per year. The project must target and serve Veterans with SBEs in some way. Some project examples include but are not limited to—

- Resource fairs
- Stand-downs ( Programs to assist the homeless)
- Participating in Veteran courts
- Participating in drug courts
- Yellow Ribbons

### **PROGRAMS**

#### **Local Case Management**

Enrollment into local case management will be determined by the DVOP in conjunction with the Veteran. If the Veteran has an SBE which cannot be readily overcome. The DVOP will decide to enroll the Veteran job seeker into Local Case Management system and or provide Intensive Services. The case will have all of the components outlined under the "DVOP Case Management" section.

#### **Missouri Veterans Reentry Program**

The purpose of the Missouri Veterans Reentry Program (MOV RP) is to assist Veterans who are incarcerated with the Missouri Department of Corrections (DOC) prepare for reentry to society. After their release, MOV RP assists them in a smooth and timely transition into the workforce. This program has three distinct phases to address the different situations that Veterans facing legal issues may encounter.

### *Phase 1—Veteran Court*

The main goal of this phase is to prevent incarceration or shorten the time that a Veteran may be incarcerated. (DVOP must proactively interact with local agencies and drug courts.

To accomplish this, the DVOP will do the following—

1. Identify the Veteran and Drug Courts. Local agencies in your area and work with the judges and prosecutors to let them know of the employment services you can provide. If there is no Veteran Court in your area, you can work with the appropriate entities to establish a Veteran Court.
2. Work with the appropriate judges and prosecutors and provide the employment services to Veterans during Veteran/Drug Court. At the end of the month, email the following information to MOVRP Coordinator—
  - Date of the Veteran/Drug Court
  - Name of the Veteran/Drug Court
  - Location (City and County) of the Veteran/Drug Court
  - Number of Veterans you worked with
  - Any additional information in the comments section
3. Ensure that the Veteran, once identified, has a record in the State case management system and enroll the Veteran in local case management. When entering case notes on the Veteran's record, ensure that you are adhering to the DWD case notes policy.

### *Phase 2—Pre-Release*

While the Veteran is incarcerated, we will work with the Veteran to provide the tools and skills needed to transition into the workforce after they're released from DOC custody

### **Outreach**

1. DVOPs will need to identify and conduct outreach to those DOC facilities where individuals are released into society.
2. Once a DOC facility is identified, the DVOP will work with the DOC staff to establish a regular outreach schedule for the facility. Contact Steven Hamby [steven.hamby@ded.mo.gov](mailto:steven.hamby@ded.mo.gov) or LaMont Brown [lamont.brown@ded.mo.gov](mailto:lamont.brown@ded.mo.gov) if you have questions.
3. Provide regular workshops at the DOC facility and email the following information at the end of the month to MOVRP Coordinator—
  - Date of the workshop
  - Name of the institution.
  - The workshop provided (topic)
  - Number of individuals present for the workshop
  - Number of Veterans present for the workshop
  - Any additional information in the comments section
4. If there are any Veterans in the group, you will need to send the following additional information—
  - Veteran first and last name
  - Veteran statewide electronic case-management system APPID. If the Veteran is not already registered with an APPID in the system, enter the Veteran's information into the system.
  - DOC ID, if available
  - Name of DOC institution

- Institution building number
- Date attended correctional center briefing
- Release date

### **MOVRP Case Management**

Once a Veteran is identified, and within six months of the release date, the DVOP will enroll the Veteran in the MOVRP program. The DVOP will case manage and work with the Veteran and update the statewide electronic case-management system.

#### *Phase 3— Post-Release*

If the DVOP has been working with the Veteran prior to release, and if the Veteran will be residing in the DVOP's area, the DVOP will continue to work with the Veteran. If the Veteran will not be residing in the DVOP's area, the DVOP will transfer the case to the appropriate DVOP and inform the MOVRP coordinator of the transfer.

### **Preparing for Reentry for Employment Program (PREP)**

PREP is intended to identify appropriate resources to help the participant secure employment after release from incarceration.

Participants in PREP are typically within 4-6 months of release from incarceration, being released locally (to provide continued assistance and enable follow-up opportunities), and must continuously be in good standing with DOC/AJC staff.

PREP workshops will occur twice per month and last approximately 4hrs for each workshop. Workshops will cover—

Job Center Resources, Registering online for MoJobs, Educational opportunities, Apprenticeship and On-the-Job Training programs, LMI, O-Net Profiler, Talify, Goal Setting, Résumés, Transferring Skills, Documents Employers Need, and Additional local resources.

At minimum, the participants will complete the course with a résumé that is ready to present to an employer in his or her desired occupational field.

For additional information contact Danielle Briot at [danielle.briot@ded.mo.gov](mailto:danielle.briot@ded.mo.gov) or call (573) 522-4981.

### **Career Skills Program (CSP)**

#### **Show-Me Heroes/Military Career Skills Internship Program**

The SMH/CSP program is a cooperative effort between the U.S. Army Garrison, Fort Leonard Wood and the Division of Workforce Development and the Show-Me Heroes Program. The CSP/SMH Internship program is available to eligible Service Members who are within 180 days of completing their active duty service obligation. Service members can complete up to 120 days of internship in their last 180 of service. Eligibility requirements include— anticipated honorable or honorable under general conditions discharge, must have 180 days of continuous active duty service, and must want to participate. The CSP, Fort Leonard Wood Career Center the Local Veterans Employment Representative will play key roles in the internship process.

NOTE: Commanders are not required but are highly encouraged to release participants for this program.

### **CSP Role/Responsibilities**

The CSP will market the CSP/SMP Internship to eligible participants.

1. The federal CSP will identify the service members participating in the program.
2. The federal CSP will approve interested service members and will refer to the FLW Career Center.
3. The State CSP will ensure that service members completes [MoJobs](#) account before appointment can be made at the Career Center.
4. The federal CSP will complete the Participation Memo with the Chain of Command.
5. After job shadowing with company and acceptance of Internship, the LVER will insure that the CSP agreements with the employer are signed.
6. At start date the State CSP will initiate monitoring report.
7. During the monitoring phase the State CSP will obtain a progress report from the employer on a weekly basis and scan it into the MoJobs system.
8. Upon completion of the Internship the State CSP will close the employment plan.
9. Conduct 30, 60 and 90 day follow up after discharge. If the employer hires the service members full time, the CSP follow-up to with them and their employer to ensure job satisfaction.
10. Complete the End of Training Monitoring report.

### **OWD Job Center/DVOP**

1. Six months prior to the service members exit date the Job Center DVOP will be notified by the CSP coordinator and enroll them into the MoJobs system using the CSP enrollment
2. Conduct assessments, LCM/IEP
3. Provide Intensive Services such as, but not limited to, résumé writing, LMI, Talify and Work Keys.
4. Identify if the service members would be SMH OJT eligible.
5. At the start date of internship DVOP will complete Internship enrollment in MoJobs system.
6. After the Internship the DVOP will complete the end of training monitoring report.

### **OWD Job Center/LVER**

LVER will—

1. Market the SMH/CSP Internship Program to employers who the service member wants to work with. Those employer interested will go through the vetting process.
2. Register employer in the MoJobs system if they are not registered. Make appropriate entries in the MoJobs system.
3. Compile a list of interested employers to share with CSP and FLW Career Center so the CSP/Career Center can share with participants to help guide them with their career path.
4. At start of the Internship the LVER will conduct an initial monitoring report with employer.
5. At the end of the internship the LVER will complete the Exit Snapshot.

For additional information contact Gary Jensen at [gary.jensen@dhewd.mo.gov](mailto:gary.jensen@dhewd.mo.gov) or call (573) 842-9498.

Training for transitioning Service Members who are within 6 months of being discharged from military service. The military pays the salary and the company provides the apprenticeship training. This coordinated approach prepares the transitioning service member to be a well, trained job applicant/ employee for the company providing the internship training or a competitive applicant in the field that particular occupational field.

## **Show-Me Heroes OJT**

The Show-Me Heroes On-the-Job Training (SMH-OJT) program targets returning National Guard, Reservists, and recently separated active-duty service members and spouses. Through the program, employers are reimbursed for 50 percent of the Show-Me Heroes participant's wages during a contracted training period. To be eligible for the Show-Me Heroes On-the-Job (OJT) training program, the jobseeker must meet be a dislocated worker and meet one of the following criteria—

- Veteran
  - ☐ Meets the federal definition of a Veteran; *and*
  - ☐ Cannot have a dishonorable discharge; *and*
  - ☐ Must not be more than five years from date of discharge from active duty.
- Military Service Member
  - ☐ Member of a Reserve Component of the US Armed Forces (National Guard, Army Reserve, Marine Corps Reserve, Air Force Reserve, Navy Reserve, or Coast Guard Reserve); *and*
  - ☐ Service member must have been deployed for at least four months; *and*
  - ☐ Must not be more than five years past date of discharge from a deployment.
- A Military Spouse
  - ☐ Who is unemployed; *and*
  - ☐ The spouse of a member of the active duty U.S. military personnel; *or*
  - ☐ The spouse of a member of the Active or Reserve Component of the US Armed Forces (National Guard, Army Reserve, Marine Corps Reserve, Air Force Reserve, Navy Reserve, or Coast Guard Reserve)—
    - Where the service member has been deployed for at least 4 months; *and*
    - Where the service member is not more than five years from date of discharge from a deployment.

Once the SMH OJT eligible participant is identified, the DVOP will work with the local OJT program operator to enroll the participant into the SMH OJT program.

## **USERRA**

The Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA) clarified and strengthened the previous statute on Veterans' reemployment rights. USERRA protects civilian job rights and benefits for Veterans and members of Reserve components. USERRA protects service members' rights and benefits by clarifying the law, improving enforcement, and making federal employees eligible to receive DOL claim assistance.

If a DVOP is working with a Veteran who indicates a USERRA issue, the DVOP will—

- Provide the Veteran with the contacts information for the DOL Veterans' Employment and Training Service (VETS) Missouri statewide office—
  - William (Bill) Benzel, Director, Veterans' Employment and Training Service—Missouri  
[benzel.william@dol.gov](mailto:benzel.william@dol.gov), (573) 751-3921
  - Jeremy Amick, Assistant Director, Veterans' Employment and Training Service—Missouri  
[amick.jeremy@dol.gov](mailto:amick.jeremy@dol.gov), (573) 751-3921
  - Shawn Johnson, Assistant Director, Veterans' Employment and Training Service—Missouri  
[johnson.shawn@dol.gov](mailto:johnson.shawn@dol.gov), (573) 751-3921
- If possible, have the Veteran call DOL VETS while you are with them prior to the Veteran filing the claim.
- **NOT** refer any USERRA claims to ESGR (Employer Support of the Guard and Reserve). ESGR is funded by the U.S. Department of Defense (DOD) and the JVSG program is funded by DOL. As a result, the DVOP must refer all USERRA complaints to the DOL VETS Missouri statewide office.

## Vocational Rehabilitation and Employment Services (VR&E)

The VR&E program is a joint collaboration between the U.S. Veteran's Administration (VA) and DWD to assist disabled Veterans who have completed or about to complete their VR&E-funded education (**Employment Services**) or to assist those who have qualified for VR&E funds but have yet to start their educational program (**Labor Market Information**). These two distinct phases of the VR&E Program (Employment Services and Labor Market Information) have different processes that the DVOP must follow.

The guidelines for the **Employment Services** phase of the VR&E program are;

1. The Intensive Services Coordinator (ISC) will receive all referrals from the St. Louis VA for Missouri.
2. If the Veteran does not have a statewide electronic case-management system record, the ISC will ensure that the Veteran has the basic information entered into the statewide electronic case-management system.
3. The ISC will assign the Veteran to the closest DVOP, based on the Veterans' location, and the ISC will email the Veteran's information to the appropriate DVOP. If there is a DVOP closer than the one assigned, the DVOP can email the ISC and request transfer to a closer DVOP.
4. The ISC will copy the VA Work Study to ensure that the VR&E Form 201 is updated.
5. The DVOP will enroll the Veteran into the VR&E program in the statewide electronic case-management system. The Veteran must be enrolled in the VR&E program in the system as soon as the DVOP receives the VR&E referral from the ISC.
6. The DVOP will attempt to contact the Veteran at least three times per month.
7. The DVOP will conduct an assessment and will follow all applicable case management guidelines.
8. The DVOP will record all Veteran contacts in the statewide electronic case-management system.
9. The DVOP can request the case to be closed for the following reasons—
  - ☐ *Financial disincentive to work* — Refers to a Veteran who is receiving government benefits and would have those benefits reduced or terminated upon returning to work.
  - ☐ *Satisfied with unsuitable employment* — Refers to a Veteran who is satisfied with employment that is not considered suitable by VR&E.
  - ☐ *Family responsibilities* — Refers to any domestic duty which limits the Veteran's available time, resources, or capabilities.
  - ☐ *Medical reasons* — The exacerbation of personal disability; examples include— a chronic problem that is preventing further work; a condition that may have worsened so that the individual is unemployable; a medical treatment or condition that interferes with job-search activities; transfer of the Veteran to the Independent Living Program; the Veteran is entering inpatient substance-abuse or psychiatric treatment.
  - ☐ *Not satisfied with services* — Refers to a Veteran who has expressed dissatisfaction with the services provided under the VR&E program.
  - ☐ *Employment* — Refers to a Veteran who has entered and maintained suitable employment. When requesting closure due to employment, the DVOP must also report the following;
    - a. Employer
    - b. Job title
    - c. Hourly wage
    - d. Date employment started
- *School/continuing education* — Refers to a Veteran who is involved in specialized training and/or education services.
- *Moved out of state* — Refers to a Veteran who has moved to another state.
- *Other*—
  - ☐ The Veteran has been in job-ready status for the maximum 18 months.
  - ☐ The Veteran is incarcerated.
  - ☐ The Veteran is pursuing self-employment.



- ☐ The Veteran has returned to active duty.
- ☐ The Veteran has died.
- *Unable to locate Veteran/Veteran unresponsive* — The DVOP is unable to locate the Veteran and all attempts to communicate have been unsuccessful. The DVOP must have attempted at least three contacts per month before requesting case closure.

The guidelines for the **Labor Market Information** phase of the VR&E program is;

1. The Intensive Services Coordinator (ISC) will receive all referrals from the St. Louis VA for Missouri. (Need Cheryl Bohlen info)

If the Veteran does not have a State case-management system record, the ISC will ensure that the Veteran's basic information is entered into the system.

2. The ISC will assign the Veteran to the closest DVOP, based on the Veterans' location, and the ISC will email the Veteran information to the appropriate DVOP. If there is a DVOP closer than the one assigned, the DVOP can email the ISC and request transfer to a closer DVOP.
3. The ISC will copy the VA Work Study to ensure that the VR&E Form 201 is updated.
4. The DVOP will attempt to contact the Veteran at least three times per month, for a maximum of two months.
5. When working with the Veteran, the DVOP will complete the VR&E data sheet and provide it to the Veteran. The DVOP will complete a LMI 9002 service in the State case management system. The VR&E data sheet can be emailed, mailed, or faxed to the Veteran.
6. Once the VR&E data sheet is sent to the Veteran, the DVOP's responsibilities are complete, unless the Veteran requests additional employment services.

**\*\*Click to go to [VETERAN VOCATIONAL REHABILITATION AND EMPLOYMENT FORM \(DWD-VETS-16\)](#)**

## LMI PROCESS

In LMI Referral Process the goal will be to close out the referral within 7 days.

- After receiving the LMI referral from the supervisor, complete the LMI form and send to Veteran, VA Counselor and Intensive Service Coordinator.
- **Enter a case note for everything you do.**
- **Upload LMI document to MoJobs**
- **Upload email/letter in TEXT ONLY format into MoJobs**
- **After this information is sent, submit a request for closure to ISC/Central Office via email.**

Just by way of reminder, **All LMI Referrals**, are to be completed and emailed out within 3 business days of receipt.

For the most part things are going well, but, we still have some LMI Referrals that are taking weeks, if not months to complete.

**The VA Counselor uses this information to set a vocational goal for the veteran and they have a 9 day window in which to get this done.**

When the LMI data is not provided in a timely manner, then we have failed to provide the service requested of us. If you are having a difficult time getting this done, please speak with your supervisor about it, so, that the issue can be resolved.



## EMPLOYMENT SERVICE PROCESS

In the VR&E Employment Services Process the goal will be to close out unresponsive cases within 3 months.

- Within the first week of receiving the Employment Referral from the supervisor, reach out to veteran to begin services. Enter a Case note in MoJobs
- If no response after first attempt, second attempt should be made within two weeks using a different method of contact. Case note in MoJobs
- If no response within another two weeks, complete the Veteran's Progress Report/Employment Search Referral and send it via email to the VA counselor informing them that the veteran has been unresponsive and request help coordinating employment assistance efforts for the veteran. The above process should take approximately 30 days.
  - **Make a case note for everything you do**
  - **Upload Veteran's Progress Report to MoJobs**
  - **Upload email in TEXT ONLY format into MoJobs case notes**
- **Continue to reach out to the veteran every two weeks, repeating the above process and request closure at the end of three attempts for all unresponsive referrals.**

**Provide Employment Services when veteran is responsive.**

### **Hilton Honors (HH)**

The HH Military Program is aimed at giving back to Veterans, military service personnel and their spouses. In partnership with the National Association of State Workforce Agencies (NASWA) and the Missouri Office of Workforce Development/Show-Me Heroes, HH is donating points to eligible transitioning service members, Veterans, and military spouses. By becoming a HH Military member, the Veteran and eligible individuals will receive a 100,000-point donation to support travel related to their job-search activities.

Any Job Center Staff person can refer an eligible service member, Veteran or spouse. The eligibility requirements are as follows—

- **Veteran** must have served on active military duty and been discharged or released under conditions other than dishonorable.
- **Transitioning service member** must be 24 months from retirement or 12 months of separation.
- **National Guard/Reserve** any member of the National Guard or Reserve component.
- **Spouse** The current spouse of a military service member/Veteran or National Guard or Reserve member.

Once eligibility is determined, the participant

- Must be registered in jobs.mo.gov
- Must have a HH account
- Must have a valid email address
- Must be required to travel over 50 miles from the participant's residence for job-search activity
- Must have a copy of their DD-214 or must provide documentation of current military status

Acceptable Reason

- Job interview
- Confirmed job search
- Training for a new job
- Housing search based on a job offer
- Other, must have an explanation

## Process

- Once participant meets the criteria listed above, Missouri Job Center staff will complete Hilton Honors form.
- Form will be submitted to Central Office Veteran Program.
- Central Office staff will review and inform Missouri Job Center staff of approval or denial.

Once approved, participant will receive communication from Hilton, usually within 48 hours.

**[\\*\\*Click to go to HHONORS MILITARY REFERRAL FORM \(DWD-VETS-13\)](#)**

## LOCAL VETERANS' EMPLOYMENT REPRESENTATIVE PROGRAM (LVER)

### **LVER OUTREACH**

In the JVSG program, outreach is defined as a two-way communication between OWD and the employer community to establish and foster a mutual understanding, promote participation and involvement, and influence behaviors, attitudes, and actions. Outreach is defined as identifying responsible employers who are not using services provided by OWD and informing and educating them about the services provided by Missouri's Workforce system.

### **Purpose of outreach**

- To develop a liaison between the agency and employers
- To improve workforce system awareness among the employer community
- To increase collaboration and communication with employers, Chambers of Commerce, and other employer organizations
- To share resources and exchange ideas

### **Principles of outreach**

- Clearly identify the employers that you are trying to reach through market research strategies.
- One size does not fit all—tailor your outreach strategy, message, and materials according to your target audience.
- Think from the employer's perspective and include information about services that may be helpful.
- Enlist key community leaders to be your ambassadors.
- Outreach = Material + Personal Contact. In multiple ways and multiple times, build trust and become a familiar face.
- Be a conversationalist, not a preacher. Listen more to identify employer needs and concerns.
- Consider where you have done outreach and think about the employers that are missing. Track the Veterans you are trying to place and adjust your strategy as needed.

### **LVER outreach goals**

- LVERs can spend up to 80 percent of their time conducting outreach and must have a minimum of 50 percent outreach.
- Enhance employer awareness of the Job Centers.
- Increase the visibility of the AJC programs among the employer community.
- Improve knowledge.

### **LVER outreach**

#### *Planning*

- Needs assessment (employers)
- Goals and objectives (Target employers based on the Veterans that you are trying to place.)

- Stakeholder identification (Who is doing what?)
- Key message (Missouri Job Center employer services)

#### *Development*

- Structure for implementation (up to 80 percent; a minimum of 20 percent)
- Outreach strategy tools (flyers, pamphlets, organizations)

#### *Execution*

- ☐ Implementation (make it happen)
- ☐ Adjustments (flexibility)

#### *Evaluation*

- ☐ Process and outcome evaluation
- ☐ Results analysis

### **Who to target**

LVERs should target outreach to—

- Employers
- Employer organizations (Chambers of Commerce, Society for Human Resource Management (SHRM), etc.)

LVER performance is based on verified Employer Services which have been recorded in MoJobs. Therefore, Employer information must be entered into MoJobs and Services must be recorded in this system. If no service is listed in MoJobs, the service was not provided.

### **Outreach issues**

- ODA (Out Driving Around)
- Visiting the same employer over and over again
- Come see me (Never gives a result)
- Going somewhere during social hour
- Where not to go
  - ☐ The same organizations where the DVOP is conducting outreach
- Emailing, phone calls and conducting administrative duties is NOT outreach

### **By appointment only**

- You cannot place on your schedule that you are out driving around looking for employers
- Implement a plan
- Make appointments with employers, and then place them on the Outlook calendar
- Place the employer in the State case management system prior to going out to the organization

### **Summary**

- Implement a plan
- Stick to the plan
- Suitable employment will be found by the LVER, based on DVOP's evaluation of Veteran skills and ability
- Record everything in the State case-management system
- Have fun
- Connect with the intention of helping a business and our Veterans

## **PRIORITY**

The prioritization for the LVER is as follows;

1. Place job-ready Veterans into employment using “job development” note category on the Veteran record. Job development is defined as (20 CFR 651.10) *“the process of securing a job interview with a public or private employer for a specific applicant for whom the ES [employment security] office has no suitable opening on file.”*
2. Conduct employer outreach and market all Missouri Job Center programs.

## **SPECIAL PROJECTS**

LVERs are required to organize and execute, or assist in the organization or execution of, one special project per quarter. All events must be entered in the Show-Me Heroes website. Out of the four required special projects per year, the LVER must lead the organization of at least one project. The special projects must be employer focused. Project examples include, but are not limited to job fairs, networking events, employer workshops, etc.

## **CASE NOTES**

DVOP/LVER staff will not be required to enter a case note if the information is already captured in the statewide electronic case-management system. This is to eliminate duplication in the system and eliminate duplicative work. Refer to the Statewide Case notes Policy.

DWD Issuance 09-2015, Change 1 — “Statewide Case notes Policy,” December 23, 2015.

## **CONFLICT OF INTEREST**

If you are a member of an outside organization, you must adhere to DED’s Ethics and Conflict of Interest policy . In particular, pay attention to the Conflict of Commitment clause which states—

*“Conflict of Commitment— is a situation in which an individual’s outside activities interfere, or would reasonably appear to interfere, with that individual’s duties and responsibilities to the Department. This includes any outside services, dual employment, consulting or other activity, regardless of the location of those activities, the type of entity (for-profit, not-for-profit or government), or the level of compensation (compensated or unpaid). Any outside activity that interferes with an individual’s ability to effectively carry out his or her Departmental duties and responsibilities is a Conflict of Commitment and as such is prohibited by this policy.”*

DVOPs and LVERs can work with outside organizations, but if you are a member of an outside organization, you cannot conduct that organization’s work while you are on the “clock” for OWD. 2019.

<https://intranet.state.mo.us/dhewd/dhewd-ethics-and-conflicts-of-interest/> (This document is only accessible from Department computer terminals.)

## **DVOP/LVER SUPERVISOR MEETING**

The purpose of the DVOP/LVER Supervisor meeting is to ensure that the DVOP and LVER are communicating with the each other and the supervisor. The times of each weekly meeting must be provided in writing 30 days in advance to the State Veterans Program Manager (SVPM Shams Chughtai [shams.chughtai@dhewd.mo.gov](mailto:shams.chughtai@dhewd.mo.gov))

DVOPs, LVERs and Local Supervisors are required to meet weekly and verify the following—

- Current DVOP case list in the State case-management system.

- Current list of Veterans in the State case-management system that the LVER is trying to place into employment.
- Pending success stories.
- Upcoming DVOP outreach plan for the week.
- Upcoming LVER outreach plan for the week.
- DVOP/LVER special projects, when appropriate.
- LVER Quarterly Report, when appropriate.

## QUARTERLY REPORTS

1. DVOPs are required to complete the section of the Quarterly Report in a timely manner and submit it to the LVER. If there are two DVOPs in the Missouri Job Center, then each DVOP must complete the DVOP section of the report with his/her unique information. DVOPs can NOT combine their information in the Quarterly Report.
2. The LVERs are responsible for completing the LVER section for each Missouri Job Center covered. (Some LVERs cover multiple centers.)
3. The LVER will submit the Quarterly Report to the Missouri Job Center supervisor.
4. The Local Supervisor is responsible for reviewing the quarterly report, correcting and addressing any issues, and submitting the report to the Regional Manager.
5. The Regional Manager will review the report, correct and address any issues, and submit the report to the Veterans Services Program Manager.

## PRIORITY OF SERVICE

The Jobs for Veterans Act affords priority of service to covered Veterans and eligible spouses over non-covered persons for the receipt of employment, training, and placement services provided under new or existing job training programs funded in whole or in part, by the U.S. Department of Labor (USDOL).

### Eligibility

To be eligible for priority of service, you must meet the following definition as a Covered Person—

*A Veteran:* A person who served in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable.

*Eligible Spouse:* The spouse of any of the following individuals—

- Any Veteran who died of a service-connected disability
- Any Veteran who has a total disability resulting from a service-connected disability.
- Any Veteran who died while a disability so evaluated was in existence.
- Any member of the Armed Forces serving on active duty who, at the time of application for assistance under this section, is listed, pursuant to 37 U.S.C. 556 and regulations issued by the Secretary concerned, in one or more of the following categories and has been so listed for a total of more than 90 days—
  - ☐ Missing in action
  - ☐ Captured in the line of duty by a hostile force
  - ☐ Forcibly detained or interned in line of duty by a foreign government or power

### What 'Priority of Service' means

Veteran's Priority of Service means the right of eligible covered persons to take precedence over eligible non-covered persons in obtaining services. For example, this could mean—

- The covered person receives access to the service or resource earlier in time than the non-covered person; or
- If the service or resource is limited, the covered person receives access to the service or resource before the non-covered person.

It is the responsibility of all workforce staff to ensure that Priority of Service is carried out and report all issues to their chain of command. For further information see the Priority of Service for Veterans and Eligible Spouses Policy.

## PSEUDO SOCIAL SECURITY NUMBERS

When working with Veterans, please ensure that they have a Social Security number (SSN) associated with their record in the statewide electronic case-management system and follow these guidelines—

1. The Veterans must have a SSN associated with his/her record in the system, since JVSG performance is based on reports that rely on SSN.
2. If the Veteran does not have a SSN associated with his/her record in the system and cannot, or will not, provide a SSN, we will ask for a DD-214 to verify Veteran status.
3. If the Veteran does not have a SSN associated with his/her record in the system and cannot, or will not, provide a SSN or DD-214, he/she will be treated as a non-Veteran and referred to other Missouri Job Center staff or services.

## SUCCESS STORIES

Success stories are a requirement from DOL VETS for all DVOPs. All DVOPs are required to submit a success story when the Veteran that they are working with is successful. The success and what you have done for the Veteran towards the success must be documented in the MoJobs. Prior to a Success Story being submitted to Central Office, the Supervisor will verify the supporting information has been correctly entered into MoJobs.

### Tips for writing the success story

- Have the Veteran sign the release form on “day one.” Then scan it and save to a “success story file”
- When filling out the fillable-PDF form, fill it out online, and then save it (make sure all the lines are completed) Make sure the appropriate tabs are checked (always check the JVSG tab). Attach it to the saved release form and send it via email
- When writing the success story, remember the success story is about YOU—what YOU did to make this Veteran a success. It has to mirror what is documented in the statewide electronic case-management system. (i.e., “*I assisted this Veteran with housing and food, and then I set up a résumé and interview class that the Veteran attended. Then I sent the résumé to the jobs team, and they secured an interview, at which the Veteran closed the deal and got the job. He starts at [employer] on Monday*”)
- When the statewide electronic case-management system record is searched, it should have appropriate service referrals, as well as any workshops attended, with results

## CHANGE REQUESTS

The JVSG program will only use change requests to correct a Veteran’s record. The JVSG program will not use change requests that affect performance. Change requests will only be used for the following reasons—

- To correct SSNs or to merge duplicate records
- To correct case notes that violates the Statewide Case note Policy

## ADMINISTRATIVE

### Expense reports

When completing your expense report, please ensure that you adhere to the following protocols—

1. Use the proper codes when completing your expense report.
2. The departure and arrival time from your domicile must be listed on the expense report.
3. A trip optimizer must be submitted with the expense report for all trips 81 miles and greater. Trips of 80 miles or less will receive standard rate and does not require a Trip Optimizer.
4. Expense reports must be submitted and received by the financial section by the last business day of the next month.
5. Submit two copies with your supervisor's signature on both copies.
6. Agenda
  - a. If there is an agenda for the event, submit it with the expense report. Indicate "no agenda" if one was not provided.
  - b. An agenda is not required for outreach or meetings; however, if there is any email, flyer, or any other notification, then include it with the expense report.
7. Parking can be claimed on the expense reports, and a receipt is not required; however, if there was not a receipt, then provide a note indicating "no receipt."
8. Do not submit hotel receipts. Hotel receipts are only required by the Travel Desk.
9. Do not submit a copy of the Travel Request Authorization Form.

### IT issues

For all ITSD issues, submit an ITSD online help desk ticket or call the ITSD help desk at (573) 751-1900.

Chamber memberships will not be maintained if they are not properly utilized on a regular basis

Chamber of Commerce memberships, or other employer organization memberships, must be approved by your Local Supervisor and Regional Manager. Once the request is approved, it will be submitted to DHEWD Financial Section for processing.

### Out-of-state travel (Add regulation for out of State Policy)

DVOP's and LVER's may travel to states bordering Missouri, providing that—

- The travel is work related and approved by your Local Supervisor or Regional Manager.
- The travel follows all guidelines outlined in Departmental travel policy.
- The travel into the bordering state is 50 miles or less from the state line.
- The travel requires no overnight stay and no lodging costs are incurred.
- The total travel time does not exceed 12 hours.

A blanket travel authorization will be required to complete your expense report. It can be obtained from the DHEWD Financial Section. An out-of-state authorization will be required for all out-of-state travel further than 50 miles from the state line. This is a lengthy process, and a minimum of one month advance notice will be required to process this request.

Step By Step Procedures for this SOP can found in the link below—

<https://app-jobs.mo.gov/gsipub/index.asp?pu=1&docid=490>

Case Note Policy can be found here—

[https://jobs.mo.gov/sites/jobs/files/dwdissuance02-2017\\_081117.pdf](https://jobs.mo.gov/sites/jobs/files/dwdissuance02-2017_081117.pdf)

RETURN TO CONTENTS 



# VETERAN VOCATIONAL REHABILITATION AND EMPLOYMENT Labor Market Information (LMI) Data Sheet

VETERAN'S STATE ID			DATE
VETERAN'S NAME (Last, First, Middle)			
LOCATION(S) WHERE THE VETERAN IS LOOKING FOR WORK (within a 50-mile radius of the Veteran's Zip Code)			
PRIMARY MAJOR OF VETERAN		SECONDARY MAJOR OF VETERAN	
AVERAGE EARNINGS		AVERAGE EARNINGS	
GROWTH PROJECTION		GROWTH PROJECTION	
DEGREE/EDUCATION REQUIRED		DEGREE/EDUCATION REQUIRED	
DESCRIPTION OF MAJOR		DESCRIPTION OF MAJOR	
TOP 5 OCCUPATIONS IN VETERAN'S GEOGRAPHIC AREA			
1.		4.	
2.		5.	
3.		6.	
JOB CENTER NAME		DISABLED VETERAN OUTREACH PROGRAM (DVOP) REPRESENTATIVE'S NAME	
JOB CENTER STREET ADDRESS		DVOP'S EMAIL ADDRESS	
JOB CENTER CITY	STATE	ZIP CODE	DVOP'S TELEPHONE NUMBER

DWD-VETS-16 (09-2019)



For additional information about Missouri Office of Workforce Development services, contact a Missouri Job Center near you. Locations and additional information are available at [jobs.mo.gov](http://jobs.mo.gov) or 1-888-728-JOBS (5627).

The Missouri Department of Higher Education and Workforce Development is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Missouri TTY users dial 711.

This workforce product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. The product was created by the contracting agency and does not necessarily reflect the official position of the U.S. Department of Labor. The Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership. This product is copyrighted by the institution that created it. Internal use by an organization and/or personal use by a non-commercial purposes is permissible. All other uses require the prior authorization of the copyright owner.





Missouri Department of Higher Education and Workforce Development  
Office of Workforce Development

# HHONORS MILITARY REFERRAL FORM



## RECIPIENT CONTACT INFORMATION (Please print or type)

FIRST NAME	LAST NAME	STATE ID
HHONORS NUMBER	EMAIL ADDRESS	

## RECIPIENT INFORMATION

MILITARY STATUS	<input type="checkbox"/> Veteran (Post 911) <input type="checkbox"/> Transitioning Service Member (currently Active Duty) <input type="checkbox"/> National Guard/Reserves	<input type="checkbox"/> Spouse <input type="checkbox"/> Veteran (Pre 911)
BRANCH OF SERVICE	<input type="checkbox"/> U.S. Army <input type="checkbox"/> U.S. Navy <input type="checkbox"/> U.S. Air Force	<input type="checkbox"/> U.S. Marine Corps <input type="checkbox"/> U.S. Coast Guard
MILITARY RANK	<input type="checkbox"/> Enlisted <input type="checkbox"/> Officer	<input type="checkbox"/> Warrant Officer
REASON FOR REFERRAL	<input type="checkbox"/> Job interview * <input type="checkbox"/> Confirmed job search <input type="checkbox"/> Other (Please explain) _____	
<input type="checkbox"/> Training for new job * <input type="checkbox"/> Housing search (based on job offer)		

\* If "interview" or "training for new job" is selected, please note name of company, position and location in the space below. If "confirmed job search" or "housing search" selected, please provide additional information below, including state.

## ADDITIONAL INFORMATION (OPTIONAL)

UI/UCX	<input type="checkbox"/> Currently receiving UI	<input type="checkbox"/> Currently receiving UCX
--------	---	--

## NARRATIVE

<b>X</b> _____ SIGNATURE OF RECIPIENT	DATE
--	------

## JOB CENTER STAFF REFERRING VETERAN (Job Center use only)

FIRST NAME	LAST NAME	EMAIL ADDRESS
------------	-----------	---------------

☐ Proof of military or veteran status is attached with redacted SSN displaying only last 4 digits.

## MISSOURI REPRESENTATIVE (Central Office use only)

FIRST NAME	LAST NAME	TITLE
DATE OF REFERRAL	EMAIL ADDRESS	
<b>X</b> _____ SIGNATURE OF REPRESENTATIVE	<input type="checkbox"/> By checking this box I am confirming the HHonors Points recipient meets the current state eligibility criteria for program participation.	

For additional information about Missouri Office of Workforce Development services, contact a Missouri Job Center near you. Locations and additional information are available at jobs.mo.gov or 1-888-728-JOBS (5627). The Missouri Department of Higher Education and Workforce Development is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Missouri TTY users dial 711.

This workforce product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. The product was created by the contracting agency and does not necessarily reflect the official position of the U.S. Department of Labor. The Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership. This product is copyrighted by the institution that created it. Internal use by an organization and/or personal use by a non-commercial purposes is permissible. All other uses require the prior authorization of the copyright owner.